

# **GSE CUSTOMER COUNCIL MEETING**

## **June 10, 2004**

### **Members Present:**

John Baldwin, DOC; Jennifer St.John, DNR; Marcia Spangler, IDED; Roger Johnson, Cultural Affairs; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Ruth White, Human Rights; Bob Straker, AFSCME.

### **Members Absent:**

Capt. Bob Alles, DPS; Mary Lawyer, IDED; Peggy Sullivan, Judicial; John Bradford, Member of Public.

### **Others Present:**

Pat Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE; Tim Ryburn, GSE; Dean Ibsen, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Julie Sterk, DAS; Marianne Mickelson, DAS; Bonita Lane, GSE; Barb Bendon, GSE.

### **Call to Order**

Meeting called to order at 8:00 a.m.

### **Opening Comments**

None

### **Approve Minutes of May 14, 2004 Meeting**

Jennifer St.John moved to approve the minutes with one correction. (page two, paragraph 5, add the end quotation marks). Roger Johnson seconded the motion. Motion passed.

### **FY 2005 Vehicle Depreciation Rates**

Dale Schroeder distributed the Vehicle Depreciation Rates for FY2005 and went over carefully with the members. Noted on page two, Compact Sedan # of Months should be 36, not 34 as listed. Dale noted the prices for vehicles has dropped significantly in FY04 affecting depreciation rates. Additionally, *Dale advised these rates are only for vehicles purchased this year*, others are locked in at the old rates.

After discussion, Greg Anliker moved to approve the Depreciation Rates as presented. Bob Straker seconded the motion. Motion passed.

### **Space Allocation Policy**

Tim Ryburn distributed the Space Allocation documentation. GSE recommended Option # 2 as described in the handout. Option 1 would drive the rates up. Option 2, allows us to manage the space better. It allows us to interact with customers, helps them to lower the rates and helps us to manage the space more appropriately. Option 2, would need some written agreements with agencies and/or divisions. Tim noted this policy is for FY06.

Roger Johnson asked about the "big things", such as Wallace Labs, etc.? Roger noted he was more worried about the major moves, not the smaller 1,000 square foot spaces.

FY05 – There is a distribution back to agencies. FY06 – There would be a request in your budget to pay for your rent.

If you want to get out of space in FY06, you would give us notice between August 1 and January 1.

Charlie Smithson moved to approve Option # 2 – Space Allocation Policy. Roger Johnson seconded the motion. Motion passed.

## **Open Discussion**

Dean Ibsen distributed a Draft Service Level Agreement for the Customer Council to review.

Pat Deluhery asked to discuss the FY06 Budget.

- GSE is working hard to hold the line on costs
- The following guidelines are driving the budgeting process:
  - Examine all expenditures to determine if it is necessary. (Finance provided us with a CA server report on all expenditures for FY04 and we are closely scrutinizing those expenditures)
  - Wherever possible, eliminate duplicative and unnecessary expenditures
  - Hold the line on cost increases wherever possible
  - All expenditures must provide a service to our customers
- We hope to begin discussion of rates at the next customer council meeting. We will present the budget for each utility service and look forward to the GSE Customer Council's input.

Charlie Smithson asked if we could move the July meeting – either the week before or week after.

Charlie Smithson – tentative item for next agenda – how vocational rehab has the authority or under what authority are they going to charge rates, or do they have to charge rates. Concern – who is going to be oversight on that, who is going to monitor how they are establishing their rates. Jessie Parker Building is not a building GSE controls. Charlie would like to find out about how one agency seems to control a building on the Capitol Complex and DAS controls everything else? It was noted it might be an “old deal”.

John Baldwin – item for the next agenda. John had an e-mail and follow-up phone call from a customer who was dissatisfied with one of our decisions. It is a classic case of the charge is too much, found it cheaper somewhere else, he left, he keeps the money and then the rest of us who stay are going to pay for that. List on the agenda as “Customer Complaint”. The topic was on postage.

Charlie Smithson – did we get the issue of membership in terms of office resolved. Pat Deluhery responded it has been voted on but we have to work through getting the formal approvals. There is a consensus at the level of directors of the departments. There were two issues, one was “should we count this first year as like an “internship year” so that everybody starts their one, two or three year terms on July 1” – this was approved. The second part was “should we go for three year terms with staggered memberships and that was approved. Charlie noted he believes it is very important legally we make sure we are on firm footing with the terms since he does not want any agency saying in a year or two, we are going to challenge this rate package because the body that voted on it was not properly comprised.

## **Next Meeting**

Thursday, June 24, 2004

7:30 a.m.

Hoover – A-Level EMD Conference Room

## **Adjournment**

Meeting adjourned about 9:00 a.m.

Respectfully submitted,

Nancy Williams, Secretary 281-7259

